



Department of Foreign Affairs  
2330 Roxas Boulevard, Pasay City  
Client Feedback Form

Name of Client / Pangalan ng Klিয়েente (Optional): \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Transaction Date / Petsa ng Transaksyon: \_\_\_\_\_

Time / Oras: \_\_\_\_\_ AM/PM

Name of Employee / Pangalan ng Empleyado (Optional): \_\_\_\_\_

Service Availed / Serbisyong Natanggap: \_\_\_\_\_

Quality of Service / Kalidad ng Serbisyo	
Courteousness / Pagiging Magalang	<input type="checkbox"/> Excellent <input type="checkbox"/> Satisfactory <input type="checkbox"/> Neutral <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Poor
Promptness / Kabilisan ng Serbisyo	<input type="checkbox"/> Excellent <input type="checkbox"/> Satisfactory <input type="checkbox"/> Neutral <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Poor
Knowledge and Ability / Kaalaman at Kakayahan sa Pagbibigay-Serbisyo	<input type="checkbox"/> Excellent <input type="checkbox"/> Satisfactory <input type="checkbox"/> Neutral <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Poor
Facilities / Mga Kagamitan sa Tanggapan	
Comfort / Kaginhawaan	<input type="checkbox"/> Excellent <input type="checkbox"/> Satisfactory <input type="checkbox"/> Neutral <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Poor
Cleanliness / Kalinisan	<input type="checkbox"/> Excellent <input type="checkbox"/> Satisfactory <input type="checkbox"/> Neutral <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Poor
Sufficiency / Sapat (Pasilidad, Kagamitan)	<input type="checkbox"/> Excellent <input type="checkbox"/> Satisfactory <input type="checkbox"/> Neutral <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Poor

Other comments, inputs and suggestions / Iba pang kuro-kuro: \_\_\_\_\_

**Indicators:**



Excellent/Magaling | Satisfactory/Nasiyahan | Neutral/Walang Masabi | Unsatisfactory/Hindi Nasiyahan | Poor/Masama

Important Reminder: The contents shall be kept confidential and shall be for internal use/evaluation only.  
Mahalagang Paalala: Ang nilalaman ng kasulatang ito ay pananatiliing lihim at gagamitin lamang ng kinaaukulan sa pagsukat at pagtimbang ng serbisyong natanggap.